

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
JOB DESCRIPTION**

POSITION TITLE: CLERK II -  
Switchboard

SALARY GROUP: A07

DEPARTMENT: Communications

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Joe Miles DATE: 04/12/2016

POSITION #: 046027

**I. JOB SUMMARY**

Performs routine clerical work. Work involves compiling and tabulating data; checking documents for accuracy; transporting documents; and maintaining files. Works under moderate supervision with limited latitude for the use of initiative and independent judgment.

**II. ESSENTIAL FUNCTIONS**

- A. Receives, screens, and maintains a log of visitors; answers and operates a Private Branch Exchange (PBX) telephone system; and assists in maintaining building security.
  - B. Prepares reports, records, purchase requests, manuals, logs, and other related forms; and files and maintains supplies, forms, records, and reports.
  - C. Performs data entry and retrieval; and compiles, organizes, and tabulates data, makes calculations, and prepares charts, graphs, and tables.
  - D. Responds to inquiries regarding policies and procedures; assists the public and staff in completing forms; and assists in training in the use of the PBX switchboard.
- \* Performs a variety of marginal duties not listed, to be determined and assigned as needed.

**III. MINIMUM QUALIFICATIONS**

- A. Education, Experience, and Training
  - 1. Graduation from an accredited senior high school or equivalent or GED.
  - 2. Clerical, secretarial, administrative support, or technical program support experience preferred.
  - 3. Private Branch Exchange (PBX) telephone system operations experience preferred.

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**B. Knowledge and Skills**

1. Knowledge of office practices and procedures.
2. Knowledge of proper telephone etiquette techniques and methods.
3. Knowledge of business terminology, spelling, punctuation, and grammar.
4. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
5. Skill to communicate ideas and instructions clearly and concisely.
6. Skill to interpret and apply rules, regulations, policies, and procedures.
7. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
8. Skill to prepare and maintain accurate records, files, and reports.
9. Skill to speak and communicate in Spanish preferred.

**IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION**

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, telephone, PBX switchboard, and automobile.